



CLIENT ORIENTATION TO GUESTHOUSE

PURPOSE:

It is important that the introduction to the Highfields Guesthouse for new clients/carers is positive and welcoming. During the first few days, clients will be adjusting to unfamiliar surroundings, people and routines.

SCOPE:

- The Highfields Guesthouse

POLICY:

- All new clients are provided with a planned orientation to the Highfields Guesthouse to ensure the experience is welcoming, non-threatening and as non-stressful as possible.
- All rostered workers are allocated the responsibility as part of this orientation.

PROCEDURE:

- Where possible, new clients will visit the Guesthouse before formally commencing with the service.
- Written information is provided to the client and carer about the Guesthouse including their rights and responsibilities and complaint/grievance procedure.
- Prior to their commencement, staff are briefed about the new client and their support plan. Information relevant to duty of care obligations is emphasised in this briefing, such as medical history, medications and challenging behaviours.
- Where possible, new clients will be matched with other clients in relation to compatibility and level of care.
- Rostered workers assigned to the Guesthouse will welcome and assist the new client with his/her orientation to the group, service and the environment.

Reviewed: 11th January 2010
Ratified by management Committee: 21st January 2010
Review Date: January 2011
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Approved: 

Related Documents:

- Support Plan**
- Evaluation Form**
- Agreement to Release/Exchange Information**

Approved (Executive Officer) David Bea Date 21.01.10

Approved (Chairperson) Paul Dennis Date 21.01.10

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